



11-15-02

7BT
2161
3-14-03

PATENT
010284

RECEIVED

NOV 21 2002

Technology Center 2100

Art Unit: 2161

In re application of

Smith et al.

Serial No.: 10/074,325

Filing Date: February 12, 2002

METHODS AND SYSTEMS FOR
COMMUNICATING WITH SERVICE
TECHNICIANS IN A TELECOMMUNICATIONS
SYSTEM

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

November 14, 2002

Commissioner for Patents
Washington, DC 20231

Dear Commissioner:

Applicants submit the enclosed Form PTO/SB/08A *Information Disclosure Statement by Applicant* (substitute for Form 1449A/PTO) and its accompanying reference for filing with the captioned patent application.

It should be noted that the enclosed reference was originally submitted to the United States Patent and Trademark Office for the captioned application in an

"Express Mail" mailing label number

EU150831220US

Date of Deposit November 14, 2002

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, Washington, DC 20231

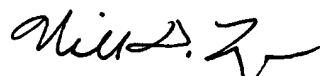
A handwritten signature in black ink, appearing to read "John A. Geerst".

Information Disclosure Statement filed on July 16, 2002. Due to an apparent photocopying error, however, the previously submitted reference did not include several pages. Applicants respectfully submit that this error occurred inadvertently and without deceptive intent on the part of applicants or their representatives.

While applicants believe that no additional fees are required in connection with this filing, authorization is given to charge any fee deficiency (or credit any overpayment) associated with this filing to Deposit Account No. 11-1110.

Any questions or concerns regarding this filing are invited by telephone to the attention of applicants' undersigned representative.

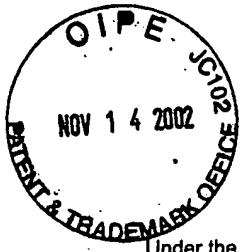
Respectfully submitted,



Michael D. Lazzara
Registration No. 41,142

Attorney for Applicants

KIRKPATRICK & LOCKHART LLP
Henry W. Oliver Building
535 Smithfield Street
Pittsburgh, Pennsylvania 15222-2312
Telephone: (412) 355-8994
Facsimile: (412) 355-6501
E-mail: mlazzara@kl.com



NOV 14 2002

PTO/SB/08A (10-01)

Approved for use through 10/31/2002. OMB 0651-0031

Approved for use through 10/31/2002. GMB 0551-0551
U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

U.S. Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE
Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

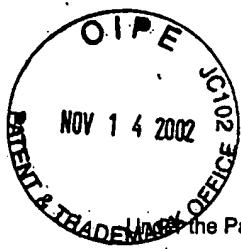
Substitute for form 1449A/PTO				<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Application Number	10/074,325
				Filing Date	February 12, 2002
				First Named Inventor	Smith
				Art Unit	2161
				Examiner Name	RECEIVED NOV 2 2002
Sheet	1	of	2	Attorney Docket Number	010284 Technology Center 2100

Examiner Signature		Date Considered	
-----------------------	--	--------------------	--

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

Burden Hour Statement: This form is estimated to take 2.0 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.



PTO/SB/08A (10-01)

Approved for use through 10/31/2002. OMB 0651-0031

Approved for use through 10/2022 under the AIA. GPO:2021-080000

rmation unless it contains a valid OMB control number.

Substitute for form 1449A/PTO				<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/074,325
				Filing Date	February 12, 2002
				First Named Inventor	Smith
				Art Unit	2161
				Examiner Name	RECE
(use as many sheets as necessary)				NOV 2	
Sheet	2	of	2	Attorney Docket Number	010284

RECEIVED

NOV 21 2002

Technology Center 2100

OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS

RECEIVED

NOV 19 2002

GROUP 3600

Examiner Signature		Date Considered	
-------------------------------	--	----------------------------	--

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² Applicant is to place a check mark here if English language Translation is attached.

Burden Hour Statement: This form is estimated to take 2.0 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.